

**From: Charles W. Reid
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**To: Attention: Renata B. Hesse
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Dear Renata B. Hesse:

I read an article in the Houma Courier that I can voice my opinion on the Microsoft settlement.

At first I was on Microsoft's side and though they were getting a bad rap for "their " product. As of now, I am not so sure. My recent experience with Windows XP turned my view against them.

Why???? First off, Microsoft came out with Windows XP and said it was great and a fabilious upgrade and we should purchase it and it would solve all out compatability problems. What they didn't tell us was that all out software and hardware that ran in Windows 98 2nd Edition or Milinium would not run with XP unless approved by Microsoft. All hardware and software running A-OK in 98 and ME would not run in XP. I paid \$99.00 + tax to install it and register it and after a week of trying to get my recently purchase software and hardware to work but not work with XP, I cannot get a refund because I opened the package and registered it, but it is now sitting on a shelf by my computer and I will not use it. So far, the companies I have purchased hardware and software are not putting out updates. "I have to purchase new equipment or software to use my already owned equipment in Windows XP".

Microsoft did not tell me I would have to purchase new software or hardware to use XP, but I do!!!! Microsoft should not have come out with XP until all 3rd party companies that have software and hardware (printers, scanners, cameras) running in Microsoft's operating system come up with updates to go with the Windows XP CD.

Did you know that with Microsoft's basic patch they offer for Hewlett Packer printers to let them work in Windows XP, will only do "basic" printing. Why not the full feature that runs in 98? Even the basic patch has bugs. It is automatically set to print the last page first in multi pages, but the setting is actually set for first page first. You have fool the printer into thinking it is printing last page first by selecting last page first to get it to print first page first.

I now believe that Microsoft is out to make all the money they can and not 1.) get the bugs out before release, 2.) care about providing support, 3.) make their system users spend more money on each upgrade. Have you tried to get support about a problem? I can't. And if I happen to get through, they cannot fix it!!!!

Thanks for listening.

(Charles W. Reid)